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Application No. 09/998,184
Response to Office Action

Customer No. 01933

Attorney Docket No. 01745/LH

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**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

No.: EV 512 418 844 US

Date of Deposit: February 16, 2005

Applicant(s): A. IGUTTI et al

I hereby certify that this paper is being deposited with the United States Postal Service with sufficient postage "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

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For : REPAIR REQUEST HANDLING
METHOD AND REPAIR REQUEST
HANDLING APPARATUS

N. Sahadeo
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Art Unit : 3623

Examiner : Johnna Stimpak

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by form PTO-2038 attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper to Account No. 06-1378.

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

S I R :

This is responsive to the Office Action mailed November 16, 2004, the term for response to which expires on February 16, 2005.

Amendments to the Drawings are described on page 2 of this paper.

Amendments to the Claims are set forth in the listing of claims which begins on page 3 of this paper. Claims 1-28 are amended.

Remarks begin on page 16 of this paper.